

Sarah Thomas

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<https://sarahthomas.site>

PROFESSIONAL SUMMARY

Enthusiastic and detail-oriented aspiring Technical Support Analyst with fourteen years of customer service experience. Excellent problem solving, organization, and communication skills with a passion for learning about new technology and helping others with their technology related troubles.

EXPERIENCE

Hachette Book Group (Remote)

Product Coordinator

October 2021 - August 2026

- Maintained proprietary databases by entering new and updated merchandise metadata.
- Consulted with clients and coworkers across departments using ZenDesk and Outlook.
- Completed and uploaded client purchase order information to ensure timely fulfillment.

University of North Texas, Willis Library, Public Services Department (Denton, Texas)

Administrative Specialist

March 2019 - October 2021

- Managed the hiring, training, scheduling, and workload of three student assistants.
- Helped coworkers troubleshoot issues with office equipment, such as printers and PCs.
- Administered and supervised tasks using Trello, Outlook, and Microsoft Teams.

University of North Texas, Willis Library, Special Collections Department (Denton, Texas)

Student Reference Desk Assistant

October 2017 - March 2019

- Supported patrons' research and guided them through collections and databases.
- Assisted in training on keyword searches, advanced syntax, and boolean operator use.
- Updated metadata for NBC 5/KXAS historic news broadcast footage and scripts.

EDUCATION & CERTIFICATIONS

CompTIA A+

Core 1 220-1201 Version 15 [October 2026]

Core 2 220-1202 Version 15 (In Progress) [Expected November 2026]

University of Arkansas, J. William Fulbright College of Arts & Sciences

Bachelor of Arts in English Literature (Fayetteville, Arkansas) [2012]

University of North Texas, Department of Information Science

Master of Library Science (Denton, Texas) [2020]